



Job Description

Telephone Community Navigator – Carers (supporting those who care for a family member or friend)

Hours of work: 37.5 or reduced hours may be considered for the right candidate

Annual Leave: 30 days

Salary: Salary up to £26,000

Contract: Permanent

Employed by: Involve Kent

Responsible to: Delivery Team Manager

Based: Turkey Mill, Maidstone, Kent, ME14 5PP (Hybrid working can be considered once training completed)

Involve Kent is commissioned by Kent County Council to provide the Community Navigation and Carer's assessment and support service for Carers in West Kent, this is a service to support people caring unpaid for a family member, partner or friend who needs support because of disability, illness, addiction or age-related difficulties.

The purpose of the service is to support Carers in their caring role and enable them to:

- **Have access to information, advice and guidance; and integrated, personalized services**
- **Have a life of their own, maintain social contacts and personal relationships**
- **Optimize their physical and emotional wellbeing, enjoying separate social and community activities**
- **Participate in work, leisure activities or education**
- **Promote and support their financial wellbeing and provide support to maintain good health as appropriate.**

Key tasks and responsibilities

- Proactively manage your own health, wellbeing and resilience to ensure you can provide quality support to people.
- Take and action referrals, reacting to high client numbers and completing initial holistic, strength-based assessments focusing on the person's personal assets, interests, independence, social inclusion and environment.
- Actively seek to identify Carers, with special regard to identifying those new to a caring role, those who have been caring for a longer period but without support and unknown to statutory services, and Carers from seldom heard groups
- Working across the West Kent area reacting to high client numbers and completing holistic, strength-based assessments focusing on the Carer's personal assets, interests, independence, social inclusion and environment.

- Provide Carers with timely and accurate information, advice and access to support services completing action and support plans with Carers when appropriate
- Support Carers to navigate health and social care systems and to access community resources in the right way at the right time
- Work closely with health and social care colleagues to promote the importance of recognising and addressing Carers' needs and assist in developing systems and protocols which will facilitate this
- Supporting people with basic information regarding benefits they may be eligible for and assisting with completing initial forms where appropriate. Referring onto more specialist organisations where more in-depth financial advice and support is required
- Complete Telephone Carers' needs Assessments in accordance with relevant KCC policies and procedures, with Carers collaboratively develop proportionate support plans that meet their eligible needs, including where appropriate the issue of personal budgets and undertake timely reviews.
- As part of the assessment process identify if there is a need for a 'NHS Rapid Access to Carer Support services' and administer and make payments to Carers who are eligible
- Keep accurate electronic records using Microsoft office and accurately enter information onto a CRM
- Promote the benefits of the Kent Carers Emergency Card and if needed help Carers to think about and develop an emergency care plan for the person they care for
- Attend: networking events, promotional events, working groups to raise awareness of Carers' issues, to influence strategic thinking and inform continuous service improvement
- Complete personal outcomes questionnaires with Carers at the start of interventions and at review with sensitivity and integrity.
- Keep up to date with issues affecting Carers [both nationally and locally]
- Attend training, team meetings and regular supervision
- Contribute to tasks and processes as required to ensure the organisation can evidence that it meets its contractual obligations
- Collect feedback from Carers to ensure that the service has supported them appropriately, enabled them to achieve their goals and empower them to feedback views on areas of improvement
- Achieve demanding targets for numbers of people engaged and supported. Ensuring the service and support to people is outcome focussed and work innovatively to facilitate improved outcomes for Carers and those they support
- Work to Involve Kent's safeguarding policy and procedures and take appropriate actions to ensure adults or children at risk of abuse are safeguarded appropriately. Discuss related concerns and be supported to follow appropriate safeguarding procedures (e.g. abuse, domestic violence and self-neglect) with Involve management.
- Any other tasks and responsibilities that may be identified as necessary as the service evolves and develops